

REAL-TIME GUIDANCE AGENT

Uniphore's Real-Time Guidance Agent delivers dynamic prompts, trusted answers, and automated summaries—enabling agents to resolve issues faster, ensure consistency, and reduce effort across every stage of the customer support journey.

AI Guidance to Power Every Moment Before, During, and After the Interaction

Pre-Call Intelligence

Before the call begins, give agents the context they need by pulling relevant data from your CRM, past interactions, and backend systems—so every conversation starts informed and tailored to the customer's needs.

In-Call Guidance

Help agents navigate complex conversations with next best actions, sentiment cues, and in-call reminders to ensure consistent service and improve first call resolution.

Conversation Summary

Capture critical call details—like intent, actions, and outcomes—while agents stay focused on the conversation. Customizable summaries and tags ensure consistency and accuracy across every interaction.










Proactive Knowledge Assist

Automatically surface the right answers at the right moment—no search required. Real-Time Guidance Agent proactively delivers relevant answers grounded in your enterprise data.

Manager Dashboard

Stay on top of performance with real-time insights into agent behavior, KPIs, and call quality. The Manager Dashboard provides live transcription, real-time alerts, and coaching opportunities—so managers can act fast, not just look back.

Key Capabilities

-  Dynamic prompts
-  Knowledge assist
-  Time-stamped alerts
-  Conversation summary
-  Workflow automation
-  Disposition tagging
-  Real-time transcription
-  Promise tracking
-  Manager dashboard



“As we continually strive to deliver the best member experience in our industry, our partnership with Uniphore has enabled Velera’s contact center agents to have more interaction with members and spend less time on manual tasks.”

Rini Fredette, SVP, Contact Center Services & Solutions

30%

reduction in
hold times

85%

reduction in
training time

11%

reduction in average
handle time

Customer Service AI

End-to-End Solutions to Optimize the Entire Customer Support Journey

Communication Recording Agent

Capture AI-ready voice and screen data to ensure compliance, support AI initiatives, and scale securely in the cloud.

Self-Service Agent

Engage customers across channels with intelligent virtual agents that understand, empathize, and resolve issues at scale.

Real-Time Guidance Agent

Equip agents with live coaching, proactive answers, and intelligent automation for fast, personalized support.

Conversation Insights Agent

Instantly uncover insights from every conversation using natural language to improve agent performance and outcomes.

Why Leading Brands Choose Uniphore

Accuracy Grounded in Enterprise Knowledge

Uniphore AI Agents deliver reliable, context-aware responses using retrieval-augmented generation, knowledge graphs, and domain-tuned models—ensuring high accuracy without heavy IT lift.

AI that Powers the Entire Service Journey

Customer Service AI improves support across every interaction—from self-service to real-time guidance to post-call insights—driving greater efficiency, lower costs, and better customer experiences.

Built on the Business AI Cloud

Powered by the Business AI Cloud, Uniphore AI Agents integrate with existing systems, support governance, and scale confidently in complex contact center environments.

Experience the power of AI-driven agent assist.

[Book a demo](#)